

REMARKS

Independent claims 1, 3, 10, 12 and 14-17 have been amended. Claims 1-7, 10, 12 and 14-17 remain in the application. Reexamination and reconsideration of the application, as amended, are respectfully requested.

Claims 1-3, 5-12 and 14-17 were rejected under 35 U.S.C. 103(a) as being unpatentable over Tanaka in view of Bayless. Claims 4 and 13 were rejected under 35 U.S.C. 103(a) as being unpatentable over Tanaka in view of Bayless and further in view of Sherwood. These rejections are respectfully traversed with respect to claims 1-7, 10, 12 and 14-17, as amended.

The present invention, as defined by the amended claims, is directed to a combination of elements. In amended claim 1, for example, the combination comprises a customer responding system that includes a call back data displaying means. The call back data displaying means displays the received call back data in a designated computer terminal and, in response to designation of the displayed call back data from the computer terminal, the call back displaying means identifiably displays that the designated call back data is being responded to.

Support for this feature of the invention is found in the present application at, for example, page 27, lines 11-24. The specification states that the communicator 19 marks box C of the confirmed call back data D in the call back screen 67. When the control unit of the client PC 6 determines that box C has been marked (STEP S 26:Y), the display unit displays the response record screen 61 in active status, as shown in FIG.14 (STEP S 27). At this time, the call back screen 67 changes to inactive status. Here, when the response record screen 61 is displayed, icon 65 or icon 66 is displayed in yellow, and the call back data D of the call back data screen 67 is also displayed in yellow. Also, when another communicator 19 displays the call back screen 67, the call back data D in the call back screen 67 is displayed in yellow. In this manner, other communicators 19 are notified that the call back data is being responded to.

A similar combination of features, included the claimed call back data displaying means, is neither disclosed nor suggested in any of the cited prior art. The section of Tanaka (column 39, lines 47-59) relied upon by the Examiner fails to disclose or suggest that in response to designation of the


displayed call back data, it is identifiably displayed to other computer terminals that the designated call back data is being responded to.

In view of the above, each of the presently pending claims in this application is believed to be in immediate condition for allowance. Accordingly, the Examiner is respectfully requested to withdraw the outstanding rejection of the claims and to pass this application to issue. If it is determined that a telephone conference would expedite the prosecution of this application, the Examiner is invited to telephone the undersigned at the number given below.

In the event the U.S. Patent and Trademark office determines that an extension and/or other relief is required, applicant petitions for any required relief including extensions of time and authorizes the Commissioner to charge the cost of such petitions and/or other fees due in connection with the filing of this document to Deposit Account No. 03-1952 referencing docket no. 116692003900.

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Respectfully submitted,

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